



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending September 30, 2010

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.00	1.40	1.60	1.67
B. Operator Answer Time - Information [730.510(a)(1)]	6.47	6.40	4.37	5.75
C. Repair Office Answer Time [730.510(b)(1)]	64.95 *	35.24	37.09	45.76
D. Business or Customer Service Answer Time [730.510(b)(1)]	18.26	17.53	21.29	19.03
E. Percent of Service Installations [730.540(a)]	100.00%	81.77% *	97.60%	93.12%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	86.27% *	67.65% *	86.44% *	80.12% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.10	0.10	0.11	0.10
H. Percent Repeat Trouble Reports [730.545(c)]	2.15%	1.12%	4.12%	2.46%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Item C results for Jul due in part to weather & underlying vendor migration; D represents national/multi-state results; E results for Aug due to ntwk eqp; F results as per PA 096-0927; F results due to various reasons; Results for I not available.



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